

FIG 1

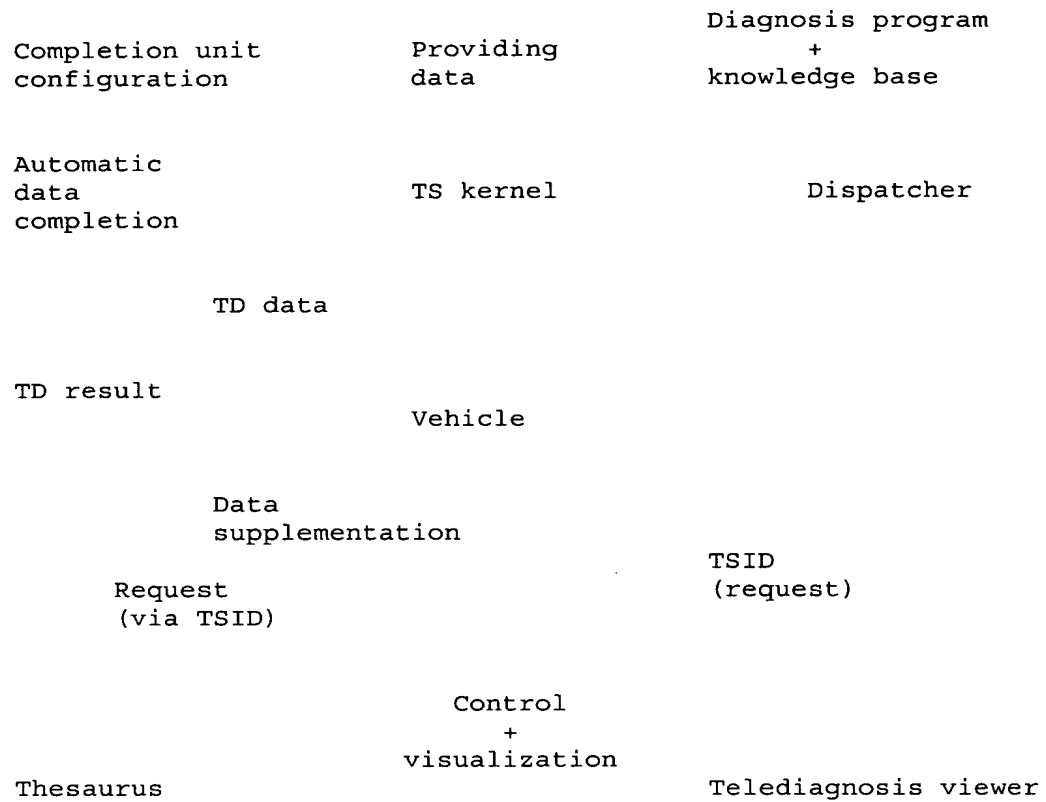


FIG 2

[see source for FIG 3]

Dispatcher  
CSR selected  
TS kernel                      Generating

FIG 4

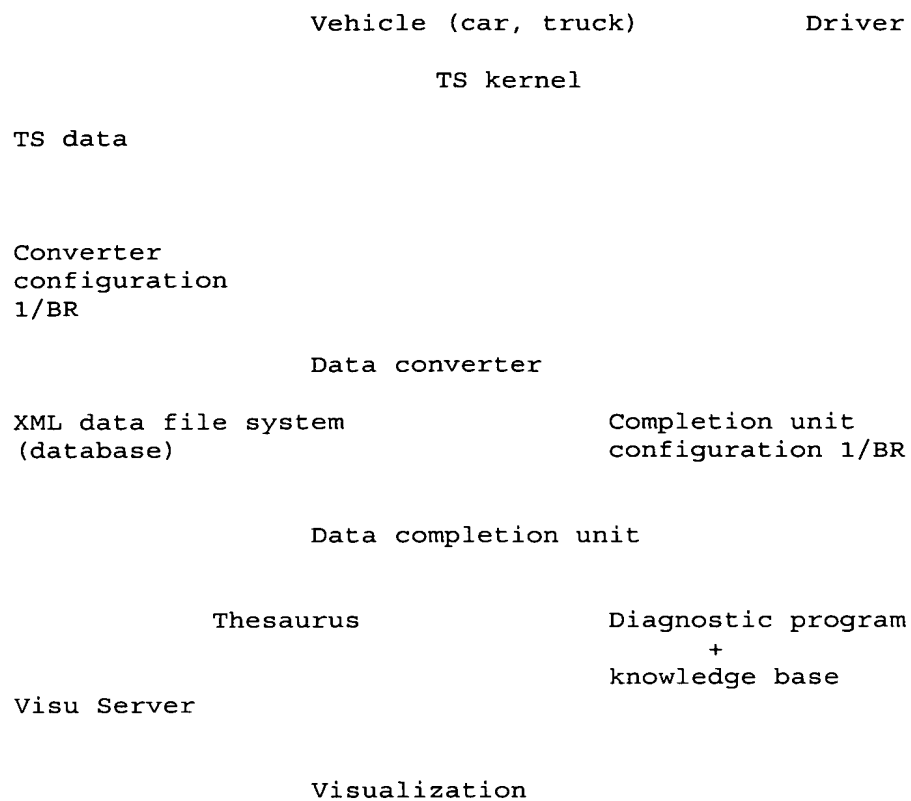


FIG 5

DAS

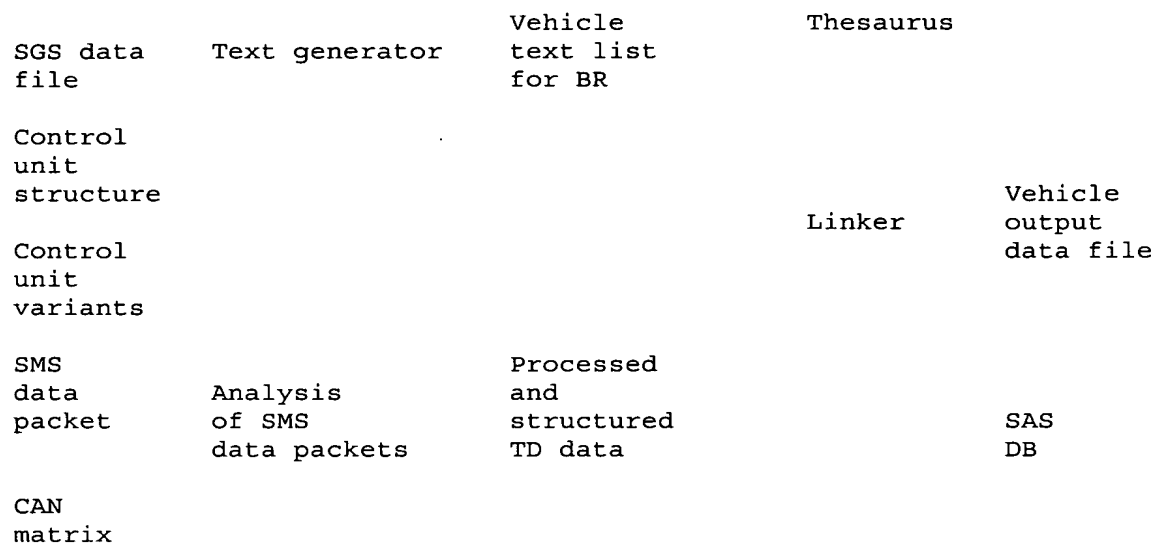


FIG 6

D:\SAS homepage\home(V2.0).HTM Microsoft Internet Explorer

Address

Change to

Welcome to the  
Service Assistance System (SAS)

TSID

1-2P21EM

TSID: 1-2P21EM

Full report

Date/Time: 2/1/03, 9:14:04 p.m. CET

o

Small report

Vehicle data:

o

VIN

German

Mileage

Start    Reset

Vehicle condition:

ESP information light	flashing
High beam driver's side	defective
Motor oil level	minimum reached

Defects found:

ESP (electric stability program)

C0815	rpm sensor interrupted
C4711	Steering angle sensor not initialized

SRS (airbag)

B1234	Line to belt lock front left has short circuit to ground
B9876	Coding for side airbag rear not correct

FIG 7

[see source for FIG 8]

1/7

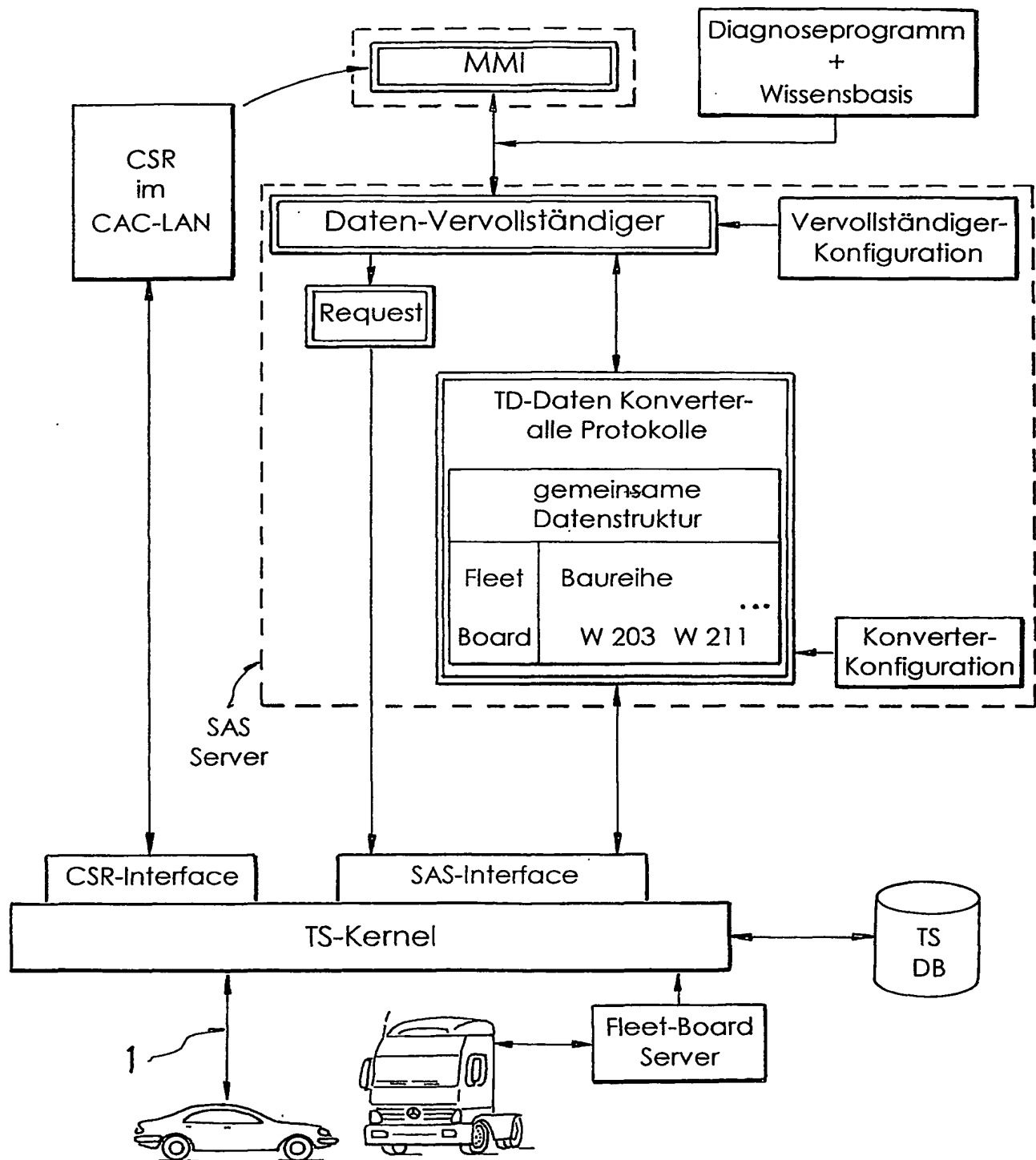


FIG. 1



2/7

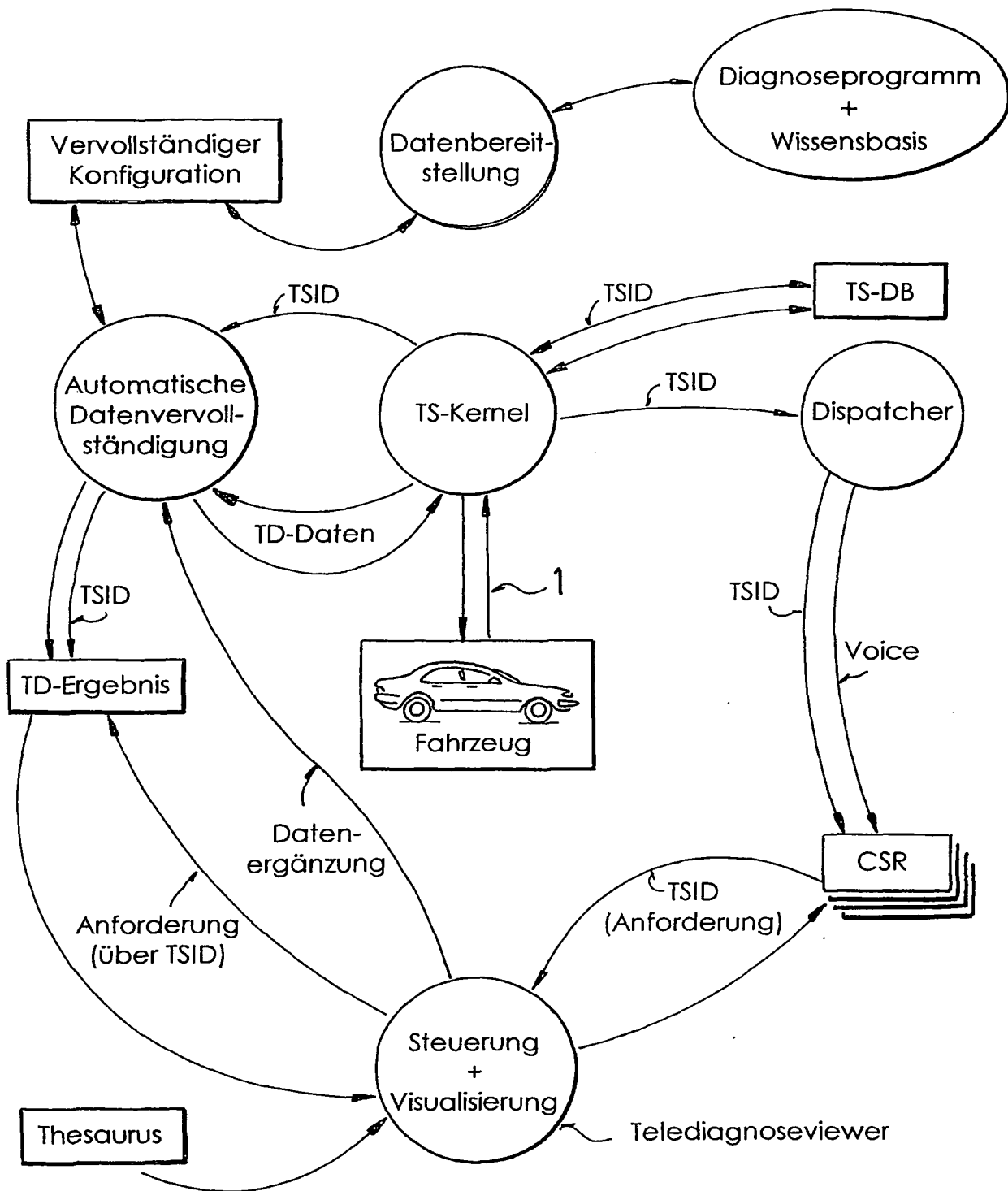


FIG. 2

3/7

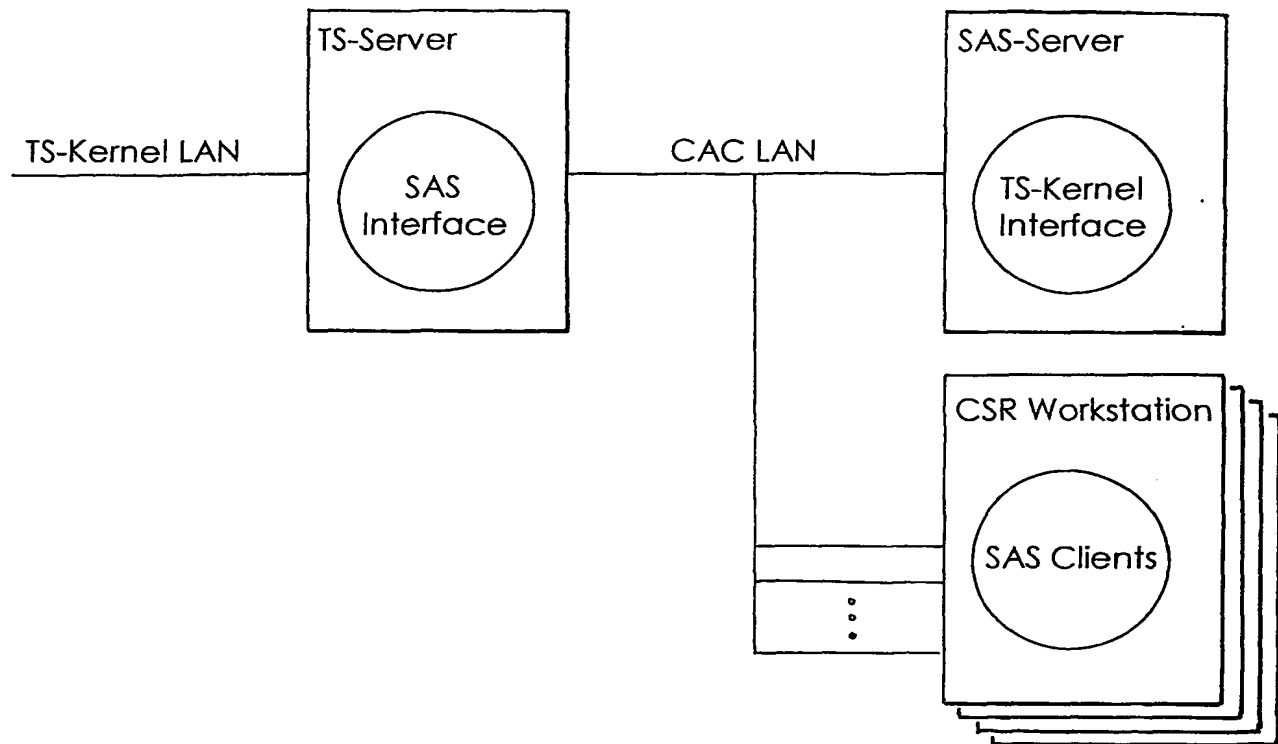


FIG. 3

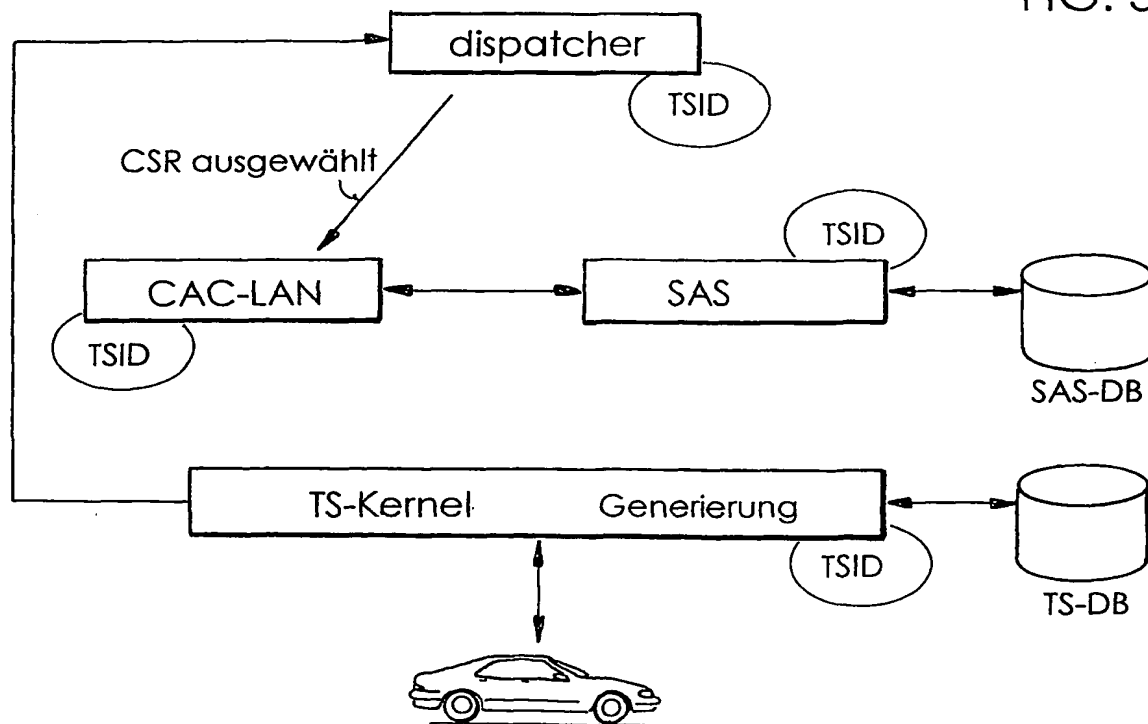


FIG. 4

4/7

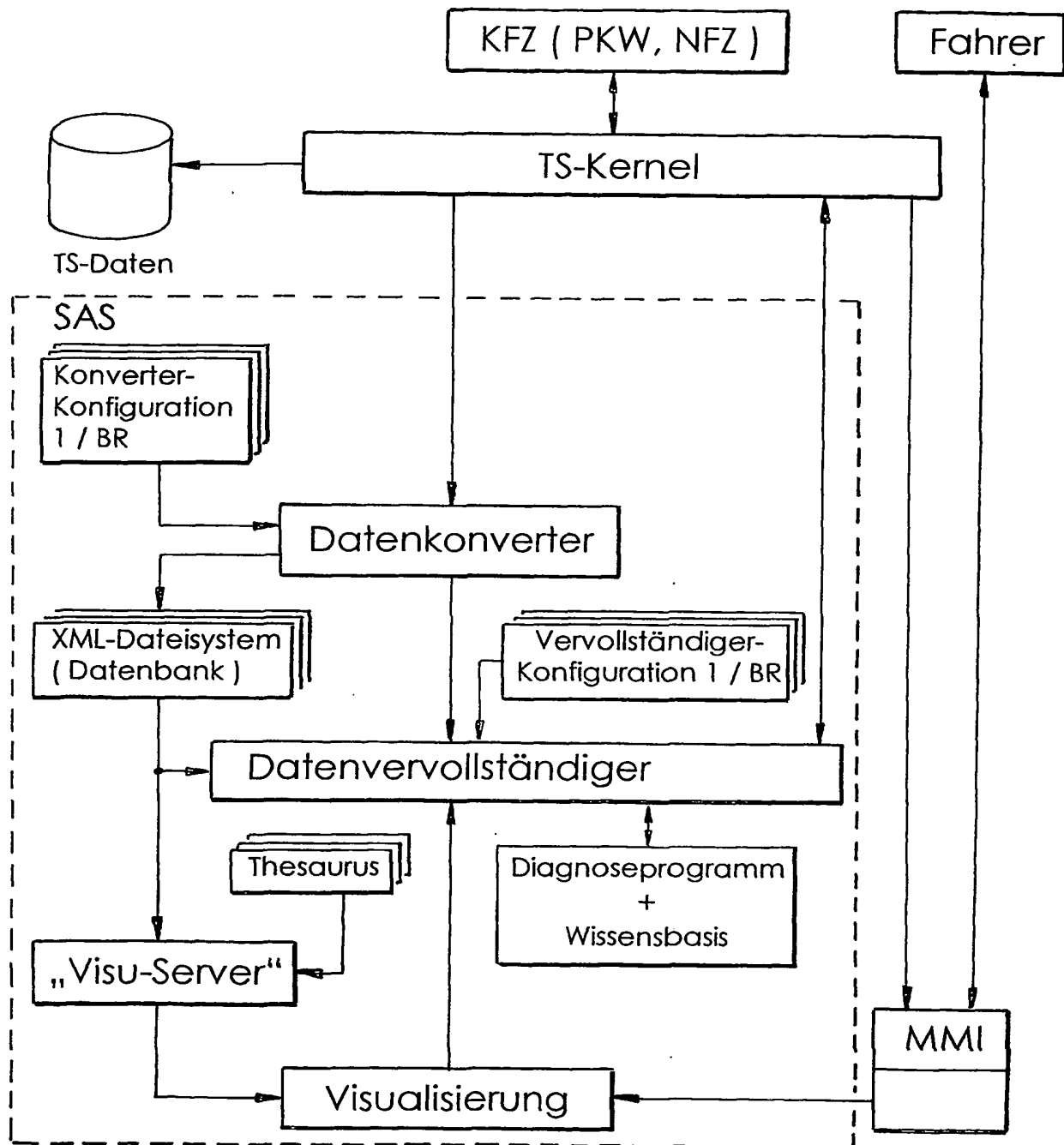


FIG. 5

5/7

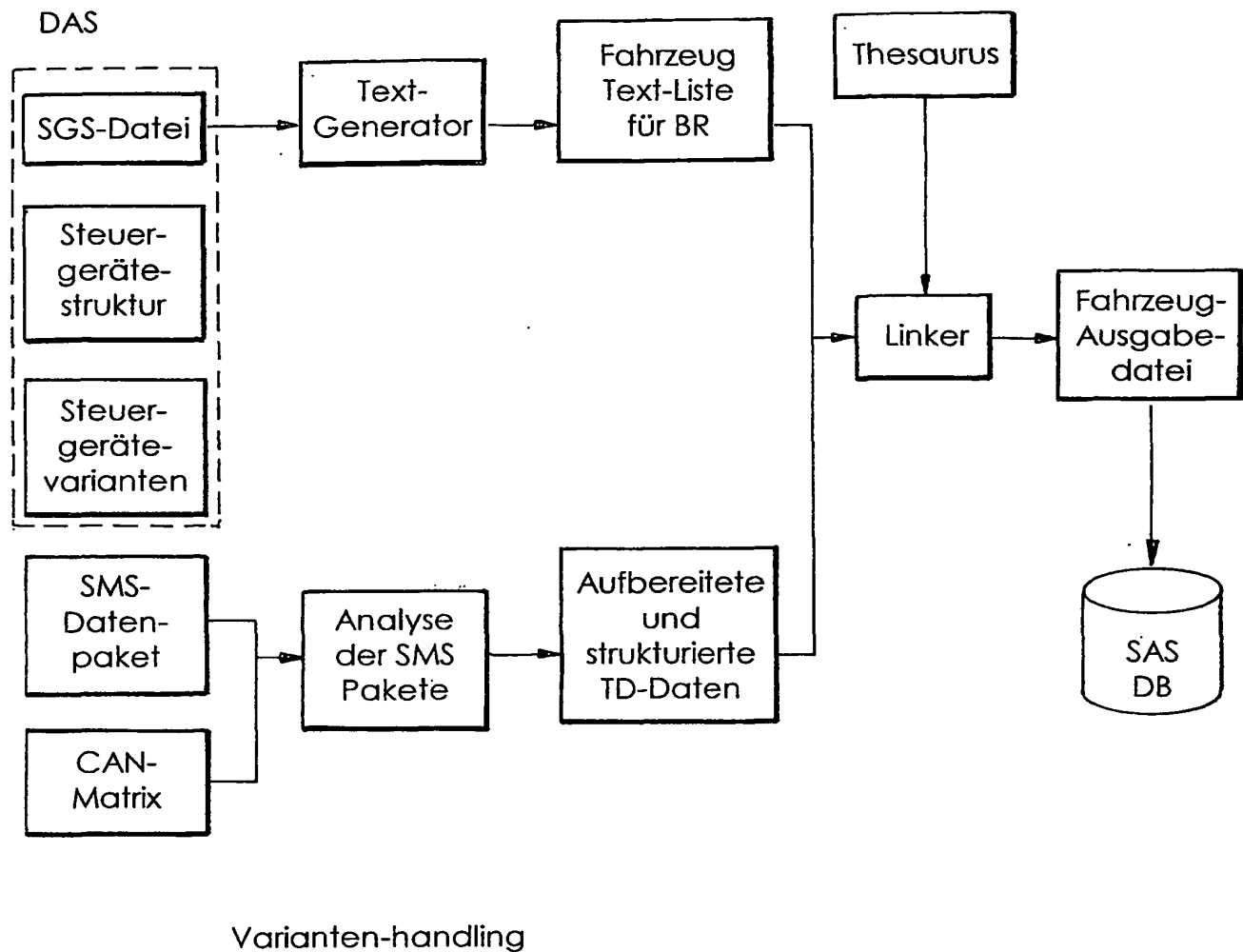


FIG. 6

6/7

D:\SAS Homepage\home(V2.0).HTM-Microsoft Internet Explorer	
Adresse	D:\SAS Homepage\home (V2.0).HTM <span>↕ Wechseln zu</span>
TSID <input type="text" value="1-2P21EM"/> Full Report <input type="radio"/> Small Report <input checked="" type="radio"/> Deutsch <span>▼</span> <input type="button" value="Start"/> <input type="button" value="Zurücksetzen"/>	<p align="center"><b>Willkommen beim Service Assistance System (SAS)</b></p> <hr/> TSID: 1-2P21EM Datum/Uhrzeit: 01.02.03/21:14:04 MEZ Fahrzeugdaten: FIN WDB211086ABCDEF12 KM-Stand: 123 456 km Fahrzeugzustand: ESP-Infolampe .....blinkend Fernlicht Fahrerseite .....defekt Motor-Ölstand .....Minimum erreicht Vorhandene Fehler: ESP (Elektr. Stabilitätskontrolle) C0815 .....Drehzahlsensor hat U'Brechung C4711 .....Lenkwinkelsensor nicht initialisiert SRS (Airbag) B1234 .....Leitung zum Gurtschloß VL hat Kurzschluß nach Masse B9876 .....Codierung Sidebag hinten nicht korrekt

FIG. 7

7/7

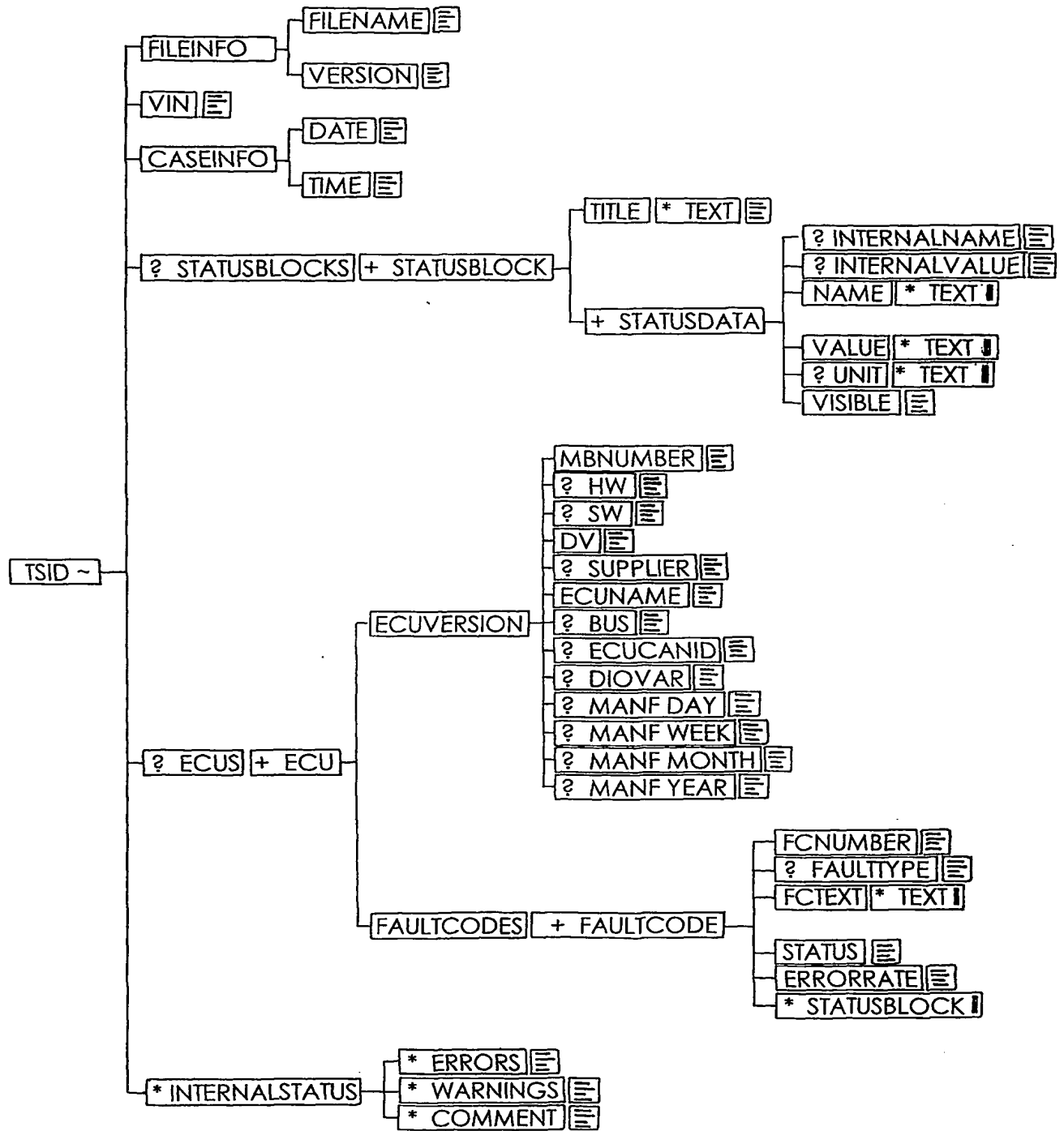


FIG. 8